

Sorenson's VP-100 - their videophone for Video Relay Service - prohibits me and many, many others of using different VRS providers. This really frustrates me as a customer because when I use their VRS, the average wait time may be from 5 to 15 minutes for next available operator. Because of the recent announcement of FCC regarding the rights of VRS customers, I hope you will contact Sorenson and reprimand them of their practice and have them update their videophones that will allow us to use any provider we choose.

Thank you for evening the ground between different VRS providers - because of this, our accessibility has become broad and better.